(b) if so, whether communications sector had raised a total of Rs. 10099 crores up to March, 1993;

(c) if so, to what extent the target was not achieved; and

(d) the reasons therefor and to what extent it had acected the programme of the Ministry?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Sir, During the year 1992-93 bonds to the extent of Rs. 943 Crores and Short term loans to the extent of Rs. 450 Crores (both totalling Rs. 1393 crores) were raised against the targetted amount of 1561 Crores.

(c) Marginal shortfall to the extent of Rs. 168 crores was made good in the year 1993-94. This was in addition to the BE 1993-94 provision of Rs. 1175.00 Crores.

(d) The target of Market borrowing could not be achieved during the year 1992-93 due to adverse conditions in the money market at that time. This has not materially affected the programme of the Ministry during 1992-93

Accountability of MTNL

1901. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the attention of Government has been drawn to the newsitem appearing in the 'Hindustan Times' dated 17th July, 1994 captioned "Public counters-VI: MTNL: of promises to keep and miles to go.." MTNL: the MT-Ness of Empty..NL..",

(b) if so, the facts brought out in these two news items stparately;

(c) the action taken to redress the grievances of the people of Delhi and to make the MTNL accountable and answerable to the people; and

(d) the reasons for the telephones remaining largely out of order for days togethtr and for not attending to complaints in time?.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) The facts brought out in these two new items are general comments on deficiency in telecom services and general complaints about malfunctioning of telephones, delay in shifting and provision of new telephone connections. All the specific cases mentioned in the news item have been thoroughly invtstigated and remedial action taken.

(c) While it is the endeavour of MTNL to provide satisfactory services, it has to be conceded that in a network with more than 8.2 lakhs subsribers a small percentage of subscribers would have complaints of wrong billing, delay in provision and shifting, telephones not working satisfactorily etc. Every effort is made to redress the grievances promptly. The performance indicators are rtgularly monitored through periodical returns and also through independent appraisal by outside agency. The independent assessment done by IMRB indicates that over 87 per cent of the customers expressed that the telephone service in Delhi is satisfactory or better. The remedial steps taken/initiated to improve the telecom services are given in the Statement *See* below).

(d) While majority of the faults i.e. 70 to 80 per cent are attended by the following day the remaining ones are attended within two—three days. Only a few cases which are on account of faults in underground cable/cable theft continut for a longer time. In the case of cable breakdown/thefts round the clock remair work is undertaken to restore the faulty telephones in the shortest possible time. The position of clearance of faults is monitored at the highest level.

Statement

Steps to improve telecom services

Sevtral measures have been towards betterment of services by improving reli-

ability as well as by improving customer interface. These are as under:—

1. Telephone Exchanges and Media:

(a) introduction of Electronic Exchanges

(b) introduction of Electronic TAXs

(c) introduction of Electronic transit exchanges

(d) Phasing out of old and life expired electro mechanical exchanges

(e) introduction of PCM systems, optical fibre and digital microwave systems for interexchange junctions.

(f) introduction of AMA for electromechenical exchanges.

2. External Plant:

(a) laying of underground cables in ducts.

(b) Pressurisation of paper core underground cables.

(c) Use of jelly filled PVC insulated underground cables.

(d) Use of imporved terminations by introduction of terminations by insulation displacement method.

(e) Replacement of old fault prone cables.

(f) Use of insulated dropwire with proper accessories.

3. Computerisation of Services

(a) Fault Repair service.

(b) Financial Management systtm including commercial and billing activities.

4. Openisg of additional computerised customer service centres.

5. Increased access to teltphones by opening:—

(i) Additional public telephones for local & STD calls.

(ii) Additional telecom centres.

6. Improved Customer Interface:

(a) *Easy accessibility of officers*

In a large network some customers may have their problems which have not got attended to satisfactorily it is to resolpe such problems that all field officers are available to meet the customers from 3 p.m. to 4 u.m. on all working days. The customers can also see the area General Manager during these hours with prior appointment on all orking days (except Friday when they are available between 10.00 to 13.00 hours without any prior appointment.

(b) *Conduction open House Sessions/* Customer's meet:—

Open Houst Sessions are held at different levels to apprise our customers of our development plans. This also provides a forum for interaction with customers to know their observations about service and inform customers about what all is being done by MTNL to extend satisfactory service.

(c) *Coaducting Telephone Adalats*

In addition, telephone Adalats are regularly held once every quarter to provide on-the-spot redressal of grievances pertaining to service, billing etc.

7. Providing convenient, easy to remember 3/4 digit access codes for frequently used public utility number such as railway enquiry, airlines etc.

Ban on recruitment of Postmen in Bihar

1902. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that despite increase in the volume of mail traffic in Bihar in the recent years, Government have imposed total ban on recruitment of posmen in the State;

(b) if so, the details in this regard and reasons therefor;